

Dear Shelby County Government Employees and Retirees:

Delta Dental of Tennessee is pleased to offer this dental plan to you for the plan year 2012. As a Tennessee-based company, Delta Dental takes great pride in serving the employees and retirees of our own local governments.

Key features of your Delta Dental Plan are:

- **Largest Provider Network.** This plan allows you access to the Delta Dental Premier Network, the largest network of contracted providers in the country, including more than 88 percent of the licensed practicing dentists in Tennessee and 81 percent of the dentists nationwide.
- **Delta Dental's Dual Network Advantage.** Choosing a dentist in the Delta Dental PPO Network will provide you with additional out-of-pocket savings.
- **Choose any dentist.** This plan allows you to choose any dentist you wish, however, your benefits may be greater when visiting a Delta Dental contracted provider.
- **Comprehensive Dental Plan.** This plan covers the majority of typical dental procedures including 100 percent coverage on exams and cleanings when visiting a Delta Dental contracted provider.
- **Customer Satisfaction.** Delta Dental strives to deliver excellent service to our members. During 2010, Delta Dental members reported 97.14 percent overall customer satisfaction.

To enroll with Delta Dental of Tennessee for 2012, complete the enclosed enrollment form and return it to your benefits department.

Sincerely,

Delta Dental Sales and Account Management Team